

Frequently Asked Questions from
Five Public Presentations throughout Indiana
during the months of October and November 2009
on
Continuing Unit for Interpreting Services

CANCELLATIONS

Q - If my job is canceled less than 48 hours and I make myself available to accept another job, am I expected to stay past my original assignment time?

A - No, you are not expected to stay beyond your scheduled time to receive your full cancellation fee. If you are available for an assignment beyond the original scheduled time, then you would be paid the additional time for the accepted assignment.

Q - If my job is canceled less than 48 hours what time frame must I be available to guarantee payment and not forfeit that payment?

A - You must remain available to the State Of Indiana during the entire scheduled time.

Q - My regular job is an English class at a university. Upon arriving the class is canceled. After notifying SCII about the cancellation, I am asked to sub in a physics class down the hall at the same university. I have no qualification for the physics class and refuse that assignment; will I forfeit my cancellation payment?

A - No, as not all interpreters are appropriate for all jobs. Assignment requirements will be taken into consideration when requesting.

Q - Regarding the 48-hour cancellation policy and taking another assignment, am I required to travel to a different location for assignments?

A - If travel is involved it would be within the same geographic area or would allow you to return to the same area prior to the original ending time. We understand that Interpreters/CART providers have several different jobs and might not be able to travel outside of an area.

Q - If my original assignment is canceled less than 48 hours and I accept another state job during that time, I should be paid both for the late cancellation fee and the new assignment, especially since SCII and/or the interpreting agencies will receive the late cancellation fee.

A - No. The State Of Indiana cannot pay anyone, neither the Coordinating Unit or Agencies, for both a cancellation and a new assignment covered by the same interpreter. In other words, 'double billing' is not allowed. The interpreter would be paid for the original job and if the second job went over the ending time, then

they would be paid the additional time. Neither the Coordinating Unit nor Agencies will be paid twice for the same interpreter at two different jobs.

Q - Is it 24 or 48 hour cancellation requirement?

A -The policy for agencies who will work SCII is a 48 hr cancellation policy to give agencies time to contact their communicators. The policy for freelance communicators is 24 hrs to give SCII and agencies time to contact everyone involved. The State cannot pay double billing for the same communicator for a cancellation and new assignment as explained in the previous question and answer.

Q - If local agency is scheduled to provide communication for a consumer and the consumer contacts the local agency to cancel the assignment, then the local agency must contact SCII within 24 hours?

A - The consumers are to contact SCII for cancellations, then SCII would contact the local agency. If you are contacted by a consumer regarding a cancellation, please refer that consumer to SCII.

Q - Local agency accepts an assignment; communicator cancels due to sickness; are we to contact SCII or find a replacement ourselves?

A - SCII is paying agencies additional funds for their services rendered, therefore, SCII expects the local agency to find the replacement and notify SCII.

Q - Do I get paid travel and assignment time for Late Cancellation?

A - In most cases, no you would not receive travel pay as you would be notified prior to leaving. However if the late cancellation arrived after you are in travel status then you would be paid both travel and assignment time.

Q - What is the cancellation requirement for withdrawn college classes?

A - 5 days. If the class is M, W, and F from 1:00 - 2:50 pm and you were notified at 12:30 on Monday that the student is withdrawing from school, then you would be paid for that day, the following Wednesday and Friday. If you were informed at 2:00 pm on Friday, then you would be paid that day, the following Monday, and Wednesday. Again you must be available for other State of Indiana jobs during these times or forfeit your cancellation fee.

Q - Is it 48 hours or 48 business hours that counts for a late cancellation?

A - It's 48 hours, weekends are counted in the 48 hour cancellation.

Q - In regard to cancellation policy and placing the interpreter somewhere else if needed, what is the radius that you can place them?

A - There is no numerical radius, however the Coordinating Unit will use reason and common sense to use the local interpreters.

Q - Snow cancellation issue: Suppose there is a declared snow emergency - do you go by the town that I live in or the job assignment location?

A-The job assignment location. If there is a declared snow emergency in the town where the assignment is located, an interpreter is not expected to maintain that assignment. If a snow emergency is declared in town of residence, but not in town of assignment, contact SCII immediately and notify SCII that a replacement is needed.

Q - What about if any town between home and assignment are closed due to weather? Would that be paid or would it be act of God and no payment?

A - If any cities/towns between where the interpreter resides to the job site is declared Emergency vehicles only (meaning the town is closed) due to weather, therefore it is an act of God and we will not pay those assignments as it is illegal for travel.

NO-SHOWS

Q - How long do I wait for a no-show?

A - You must wait 30 minutes and contact SCII during those 30 minutes.

Q - Do I get paid travel and assignment time for No-Shows?

A - Yes, because you traveled to the assignment and the consumer did not show up.

Q - Deaf student is at class and the interpreter does not show up, who do we contact?

A - Email sciijanet@yahoo.com or Text SCII, 8123505600

Q - After a no-show occurrence, one is driving back home after being officially released and got a call for another job assignment. how is this handled?

A - Once you are officially released, you are not required to take the other assignment. However, you can accept the other job assignment.

CONTACT

Q - Sometimes I am contacted at night regarding assignments; how can I contact you within my time requirements?

A - Notify SCII by email (sciijanet@yahoo.com) and it will be time marked.

Q - How will communicators or agencies be contacted regarding potential assignments?

A - SCII will email or call the most appropriate communicator/agency for the assignment requested.

Q - For job development services would SCII need to be contacted via the RCD for each appointment scheduled?

A - Yes, SCII would need to be contacted per scheduled appointment. The RCD will approve and schedule the first appointment, but in many cases will be able to grant a 'blanket approval' for these types of situations. For example, an RCD schedules the initial appointment for Billy Bob on 1/15/2010 from 9:00 - 10:30 a.m. at Indianapolis Goodwill for job development. At the same time the RCD does the authorization for 30 hours of interpreting services from 1/15/2010 until 6/15/2010 for job development. He states on the communication request and the authorization form, that Jane Smith job developer from Goodwill has approval to schedule additional interpreters hours (28 hours due to the first assignment).

Q - Deaf consumer contacts BMV for an appointment, BMV must contact Indianapolis BMV headquarters and then they contact DHHS for approval. How will this work with the new system?

A - BMV will send a completed communication request form to DHHS. Upon approval, DHHS will forward the approved communication request form to SCII.

Q - How will SCII contact the consumer who is deaf to notify them of changes with communicators?

A - Consumer choice of email or text messaging.

Q - How will the deaf consumers be contacted if an interpreter is not coming?

A- If SCII becomes aware of an interpreter cancellation, they will contact the consumer. If an agency was hired and an interpreter from an agency cancels, the agency would be expected to assist in finding a replacement. SCII has developed a Handbook and Agency Addendum, that states that interpreters who cancel will be removed from SCII's list of accepted communicators.

PAY RATE

Q - What are the pay rates for Certified Deaf Interpreters (CDIs) and DI (Deaf Interpreters (DIs)?

A - CDIs are paid the same as a single Registry of Interpreters for the Deaf certified level person; for example Certified Interpreter or Certified Translator at the rate of \$40.00/hour (after 1/1/10) and Deaf Interpreter are paid the same as Grandfathered IIC (Community Interpreter) at the rate of \$30.00/hour (after 1/1/10). If they are non-IIC, then they would be paid \$18.00/ hour.

Q - Are there any considerations for nights and weekends?

A. No, Indiana does not have a pay differential for nights or weekends.

Q - Any considerations for specialized certification such as Oral Interpreters, court interpreters and the like?

A. There are no additional payments for specialized certification levels. Oral Interpreters are considered the same as a single RID certified Interpreter.

PAYMENT

Q - If an agency coordinates the communicator, is the communicator paid by SCII or the local agency?

A - The agency would pay the communicator and then bill SCII.

Q - Several agencies have had problems paying providers in a timely manner this past semester because of changes in the way the state is paying invoices, how will this change?

A - SCII has developed a pay schedule that will enable them to maintain regular payment. Payment will be made about six weeks after receipt of invoice.

Q - Will providers be required to wait 6 weeks for payment if they work through an agency?

A - That would be determined by the agency's payment policy.

Q - Will SCII pay agencies quicker than every 6 weeks?

A - We will negotiate this with agencies.

Q - Will SCII pay the agencies the full state rate plus \$5.00?

A - Yes, SCII will pay the full State rate plus \$5.00 per interpreting hour. It is up to the agency to negotiate the interpreter rates between the agency and the interpreters.

Q - If consumer or interpreter request that the interpreter be there 15 minutes prior to an assignment for interaction, will the interpreter be reimbursed for the time of the assignment itself?

A - Clearly state on interpreter request form that 15 minutes prior to assignment is requested. If VR Counselor is agreeable to the request, the interpreter can be reimbursed for that time of interaction.

Q - Suppose I accept a state assignment directly from SCII and later on, I accept state assignment from an Agency A; is there a conflict?

A - No, however you may be paid a different rate from SCII and Agency A since Agencies may negotiate hourly rates with interpreters.

VRI

Q - Are there enough interpreters to do VRI in Indiana? We often get VRI operators from other states.

A - No, there are not currently enough interpreters in Indiana. SCII will hire additional providers to meet the VRI workload and they must be IIC certified.

Q - If an agency wants to set up VRI services, how is this handled with SCII?

A - SCII may be able to work out an agreement with the agency. There is a minimum of 30 minutes for \$1.00 per minute. The rate thereafter can be negotiated between SCII and the agency who may want to set up VRI services.

The rate is negotiable for all agencies and freelance who want to provide VRI services. The current rate structure for agencies, is the rate of the interpreter's certification level pro-rated to actual time with a minimum of 30 min. If freelance interpreters are using their own equipment there is an additional \$5/hr pro-rated to actual time for using their equipment for VRI services. JL

DEAF CONSUMERS

Q - Preferred interpreters for classes?

A - Consumer gives their class schedule to the RCD and communicates their needs. The communication request form will be completed stating any interpreters that the consumer does not want working for them - these interpreters will not be sent. Your preferred interpreters can be listed too; however, we cannot guarantee that your preferred interpreters will be used. Interpreters will be selected based on availability, willingness to fulfill the requirements, and fiscal accountability to use that interpreter.

Q - I have an IIC or a non-IIC interpreter who I feel is the worst interpreter in the world and I do not want them, am I allowed to say that?

A - Yes, it is important to share this information as it will go into the data base where we know not to send that interpreter again.

Q - I'm deaf and all the information about contacting the interpreters is confusing, who do I contact?

A - SCII is for VR services and state government services. For other non-related state services such as doctors, hospitals, Social Security office and etc, contact the local interpreting agencies.

TRAVEL AND MILEAGE

Q - Our 2 hour minimum used to begin when we started traveling, now it is not, can you clarify that please?

A - Previously travel time and appointment time were paid at the same rate; therefore, it did not matter where the 2 hour was paid. Now maximum paid for travel is \$35.00/hour. If your assignment pay is \$40.00/hour or more, you would be losing pay for charging the 2 hour minimum when you begin traveling. If you have a 1 hour assignment that requires an hour travel each direction, you would bill as 2 hour assignment and 1 hour travel.

Q - Can I add up all my mileage through out the day to receive pay for mileage? What if I am doing 3 jobs, first one is 10 miles east of my home, the next one is 7 miles north of my first job, and the last one is 10 miles north of my second job, do I get mileage?

A - No. Mileage is paid only when you travel more than 20 miles one-way to an

assignment. None of the three examples above would qualify for mileage; however, the trip home from your last job might qualify for mileage as it might be over 20 miles home.

Q - Let's be clear on the mileage and travel reimbursement as it's confusing.

A. 20-49 miles one way is mileage only unless according to Rand McNally, shortest time, travel is one hour or more one way. Then the communicator will get both travel and mileage.

Travel 50 or more miles one way will receive travel and mileage.

MISCELLANEOUS

Q - How will having one coordinator for the State Of Indiana solve the issue of knowing where the communicators are around the state because they can still work with various agencies and do freelance work?

A - The coordinating unit will know what communicators are working State jobs and where they are located around the state. All State jobs will be monitored by one facility.

Q - SCII contacted me for a job but I already have another assignment so I decline that request. You also contact the local interpreting agency to fill this job. My original job gets canceled so I am now available for the new assignment and accept it through my local agency; will SCII look unfavorable toward me since I have already rejected the assignment from them?

A - No. We understand this can occur at times. If a specific interpreter is repeatedly unavailable to take jobs, this could effect SCII's decision to contact that interpreter for future jobs when other interpreters in the same area are available.

Q - I'm wondering if the list of interpreters is public information or confidential?

A - DHHS website lists all Indiana Interpreter Certified in the State Of Indiana and is public information. SCII does not typically release names of interpreters but can ask the providers if it is OK to release this information.

Q - Suppose a student has back to back classes (9:00 - 9:50, and 10:00 - 10:50) and I decide to accept the 9:00 class only, I will be paid my 2 hour minimum?

A - No, you must be available for the complete time in order to receive the 2 hour minimum. With the above situation, you would only be paid for the one hour you worked. You would be expected to be available for both classes, unless the assignment was not appropriate for you.

Q - If I am supposed to have a team and my team does not show up, will I be paid time and a half for me working more than 2 hours or can I walk out of my assignment at 2 hours without consequences?

A - The State of Indiana will only pay you your approved rate for working an assignment. We would expect SCII to be seeking another team to send to you for this

assignment, once notified of the no-show. Also part of empowering the deaf consumer is educating them on the need to request breaks when this occurs.

Q - When will contracts with SCII and freelance providers be available?

A - Contracts have been sent out to providers who have contacted SCII and were interested in pursuing an agreement with SCII. Please contact SCII if you would like to pursue a contract.

Q- How do we handle last minute requests that need an interpreter within a very short time frame?

A - The requester would need to send an interpreter request to SCII.

Q - If a student does not show up after 30 minute wait, I call SCII to report this and I would feel like I'm a tattletale?

A - If a person does not show up, you must report this as a no-show and you would still be paid. Consumers are being advised that if they repeatedly do not show up for their appointments or classes, we have a right to stop the interpreter services.

Q - The date of July 2004 as a determining factor to decide which agencies are eligible to have a contract with SCII, where did the date come from?

A - SCII decided to follow the list of previous contracted agencies that were registered with the State as of July 2004. New agencies becoming registered with the State may be considered by SCII for contracts in the future, especially agencies who can provide services in an underserved part of the state.

Q - How will SCII determine which interpreters are appropriate for specific consumers throughout the State of Indiana?

A - SCII will contact RCDs, other interpreter agencies, and consumers to obtain the necessary information.

Q - What distinguishes interpreters' vs. CART? Why CART does not have 2-hour minimum?

A - Based on research from other states that provide CART, a 2-hour minimum for these services is not a standard practice. The rate of \$45.00/hour is locked in for the first year. If needed, amendments could be considered in the future.

Q - Suppose I had accepted a two-hour job assignment and it went on for three hours; how do we know when we are officially released?

A - It is important to know the beginning and ending time of the assignment and one will be reimbursed for the additional time.

Q - For situations where there may be conflicts between the interpreters and the consumers, how is this handled?

A - One would need to put on the interpreter request, the preference of

interpreters and the names of unwanted interpreters.

Q - Regarding the use of non-IIC interpreters on a job; if the consumer does not like this interpreter after few minutes of interpreting and asks the non-IIC interpreter to leave, would this interpreter still be paid?

A - Yes for the one time assignment

Q - SCII has a small number of employees; how will SCII be able to handle the large volume of interpreter requests?

A - SCII plans to hire staff interpreters/coordinators to meet the volume of requests.

Q - What information and which states show the success of budget reduction?

A - There is an anticipated budget reduction of approximately \$600,000 annually in administrative fees, travel, and mileage. We anticipate a 50% reduction in travel and mileage costs with the use of one Coordinating Unit.

Q - I have a concern on the impact of one Coordinating Unit on a local interpreter agency. Would there be any impact?

A - There should be minimal impact since SCII will use local interpreter agencies who have a contract with SCII, to fill assignments. Furthermore, local agencies often have other interpreter assignments that are private businesses such as doctors, employers, hospitals, and etc.

Q - How is the information about the new Coordinating Unit being distributed to the public?

A - Through public meetings, RCDs informing their clients, fliers posted at the local VR offices, DHHS website, local community service agencies, and etc.

Q - Is it correct that SCII will be providing evaluation on the quality of the interpreters and the Coordinating Unit system?

A - Yes, SCII is required to provide evaluation results.

Q - There are agencies that do not do a reliable job of obtaining interpreters and services; why weren't those agencies targeted and pulled out instead of "punishing" all of the interpreter agencies?

A - There is no intention to 'punish' any agencies. The state changed the system for scheduling interpreters to increase cost efficiency and address a shortage of interpreters, by maximizing the utilization of interpreters in local areas.

Q - How is the billing procedures handled?

A - SCII will be developing a handbook that has all the billing procedure information and a sample invoice will be included in the handbook.